

These complaints related to non-payment of demand drafts, non-collection of instruments at per, delay in collection of bills, non-renewal of FDRs in time, collection of certain service charges, delay in submission

of statement of accounts, etc.

The details relating to the action taken by the bank in respect of the 36 complaints are given below:-

---

|    |                                                                                                                                                              |    |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| a) | No. of complaints redressed                                                                                                                                  | 17 |
| b) | No. of complaints in respect of which the request could not be acceded to as per the rules and the complaints advised suitably.                              | 6  |
| c) | No. of complaints found baseless/without merit.                                                                                                              | 5  |
| d) | No. of complaints where bank has admitted its bonafide mistakes and expressed regrets to aggrieved complainants.                                             | 2  |
| e) | No. of complaints which requires negotiation with landlo:d/ revalidation of instruments/issue of duplicate instruments/ following up with collection banker. | 4  |
| f) | No. of complaints in which the complainants have been advised to complete necessary formalities.                                                             | 2  |

---

#### Illegal Aid and Advisory Boards

5241. SHRI N. DENNIS: Will the Minister of LAW, JUSTICE AND COMPANY AFFAIRS be pleased to state the details of the Legal Aid and Advisory Boards in States which have retired High Court Judges as Chairmen and/or Vice-Chairmen?

THE MINISTER OF STATE IN THE MINISTRY OF LAW, JUSTICE AND COMPANY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI RANGARAJAN KUMARAMANGALAM): State Legal Aid & Advice Boards in Bihar, Maharashtra, Tamil Nadu and Uttar Pradesh have retired High Court Judges as Chairmen and/ or Vice-Chairmen.

#### Loans for Vehicles by Delhi Financial Corporation

5242. SHRI PRATAP RAO B. BHONSLE: Will the MINISTER OF FINANCE be pleased to state:

(a) whether the Delhi Financial Corporation advances loans for purchase of vehicles;

(b) if so, the details in this regard; and

(c) the eligibility conditions for this loan?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH): (a) Yes, Sir.

(b) Delhi Financial Corporation (DFC) has reported that it advances loans for the

purpose of purchasing various types of new vehicles which have to be registered as public carriers or contract carriers. The rate of interest charged on such advances is 15% p.a. The promoters' contribution is 15% upto 2 vehicles and 20% for more than 2 vehicles.

(c) DFC has stated that to be eligible for such a loan the promoter should be a bonafide resident of the Union Territory of Delhi or Chandigarh and should possess necessary managerial and practical experience to be able to run the transport business. The total number of vehicles owned by the promoter, including the vehicle(s) proposed to be acquired should not exceed 6.

#### **New Rifle for Army**

5243. SHRI PRATAP RAO B. BHONSLE: Will the Minister of DEFENCE be pleased to state:

(a) whether the Government propose to provide 'Ishapur-91' the new light weight assault rifle as standard personal weapon to Jawans of Indian Army;

(b) whether these rifles are to be imported or to be manufactured indigenously;

(c) the amount involved in the purchase of the new rifles; and

(d) what will be the disposal of existing rifles?

THE MINISTER OF DEFENCE (SHRI SHARAD PAWAR): (a) Yes, Sir.

(b) The rifles are to be manufactured indigenously.

(c) As the rifle is still under development it is not possible to assess the cost likely to be involved in its purchase.

(d) After the introduction of the new rifle,

the existing 7.62 mm SLRs will be gradually phased out and disposed of in a manner beneficial to the State.

#### **Exports of Arms**

5244. SHRI SHARAD DIGHE:  
SHRI GANGADHARA  
SANIPALLI:

Will the Minister of DEFENCE be pleased to state:

(a) the value of arms exported during 1990-91;

(b) the target fixed for export of arms during 1991-92;

(c) whether the Government have appointed any committee of experts to study the feasibility of privatisation of defence production and to formulate a policy for exports of defence items; and

(d) if so, the details thereof?

THE MINISTER OF DEFENCE (SHRI SHARAD PAWAR): (a) The exports (including deemed exports) by defence production units during 1990-91 were of the value of Rs. 78.94 crores.

(b) The target for exports (including deemed exports) by our defence production units during 1991-92 has been fixed at Rs. 104 crores.

(c) No, Sir.

(d) Does not arise.

#### **Capacity Utilisation of Public Sector Defence Production Units**

5245. SHRI ANNA JOSHI: Will the Minister of DEFENCE be pleased to state: